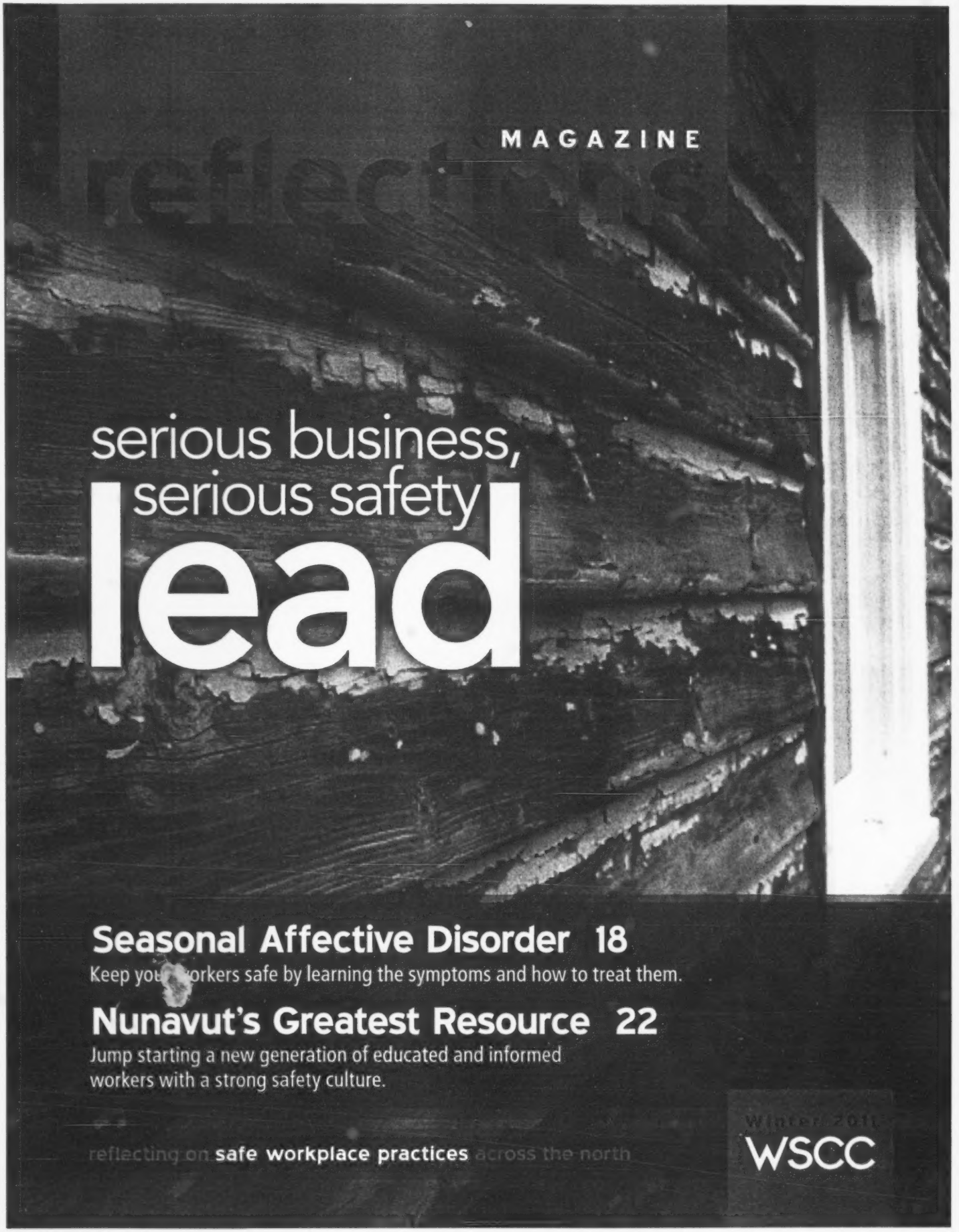
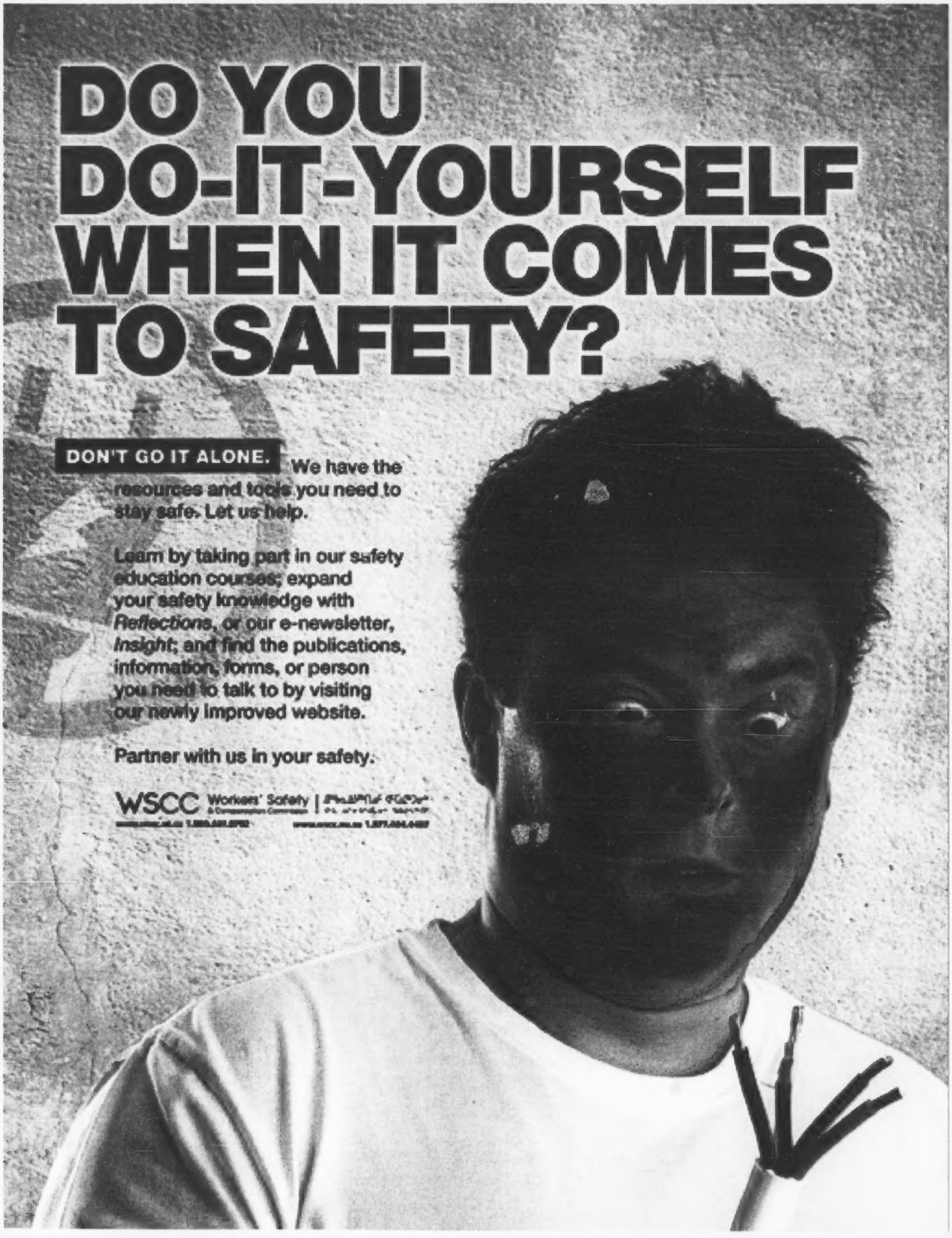

reflections
MAGAZINE
serious business,
serious safety
lead
Seasonal Affective Disorder 18
Keep your workers safe by learning the symptoms and how to treat them.
Nunavut's Greatest Resource 22
Jump starting a new generation of educated and informed workers with a strong safety culture.
reflecting on safe workplace practices across the north
Winter 2011
WSCC

DO YOU DO-IT-YOURSELF WHEN IT COMES TO SAFETY?



DON'T GO IT ALONE. We have the resources and tools you need to stay safe. Let us help.

Learn by taking part in our safety education courses; expand your safety knowledge with *Reflections*, our e-newsletter, *Insight*; and find the publications, information, forms, or person you need to talk to by visiting our newly improved website.

Partner with us in your safety.

WSCC Workers' Safety & Compensation Commission

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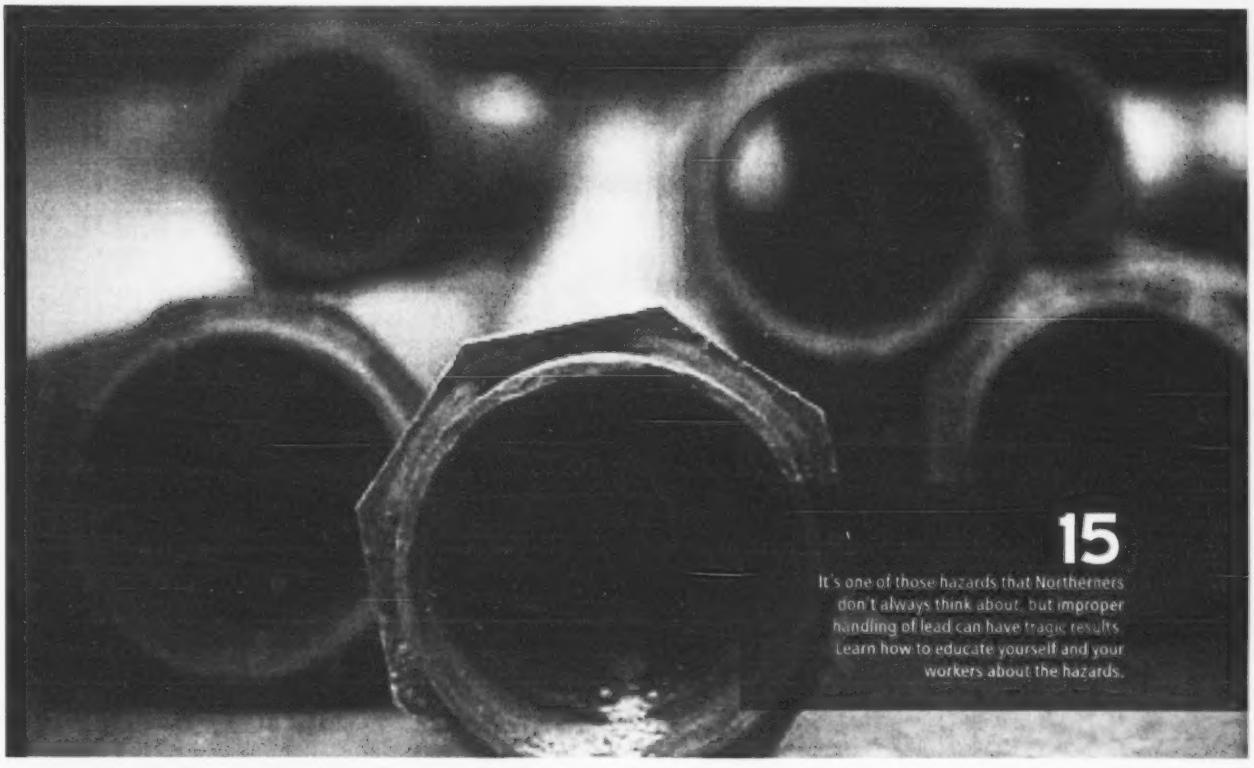

15

It's one of those hazards that Northerners don't always think about, but improper handling of lead can have tragic results. Learn how to educate yourself and your workers about the hazards.

reflections MAGAZINE

WSCC Workers' Safety & Compensation Commission | ᐃᓕᓴᕐᓂᐊᕐᓂᖅ ᐊᒥᓱᓕᕆᔨᒃᑯᓂᖅ ᐊᑐᓕ ᓇᓗᓇᐃᔭᖅ ᑲᑎᒪᔨᓂᖅ

Our Mission is to promote workplace safety and care for injured workers.

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The NWT and Nunavut don't get much daylight during the winter, leaving residents at risk of Seasonal Affective Disorder – a form of depression relating to light exposure. Keep your workers safe by learning the symptoms and how to treat them.

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Nunavut Arctic College's Mine Training Course teaches Nunavummiut all about the mining industry, instilling students with a strong safety culture before they even step foot in a mine.

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As the needs of workers and employers change, so too does the business of workplace insurance. That's why, in 2008, the WSCC made significant changes to its operations. Learn more.

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President's Letter

COURTESY OF RYERSON CLARK

The North is a diverse and magnificent place to live and work, especially when the snow hits the ground and everything turns into a winter wonderland. Just as outdoor ice surfaces that provide us enjoyment and convenience can mistakenly appear safe at a quick glance, so too can workplaces. Without being aware of hidden dangers and understanding how to prevent them, we can overlook hazards hiding in our workplaces. This can be an invitation for disaster. A bit of care can go a long way to prevent unnecessary injury and loss.

The Workers' Safety and Compensation Commission (WSCC) is committed to promote workplace safety, and care for injured workers. We work together with employers and workers to build a culture of safety across the North. We are there with you, in our classrooms and on your worksites, discussing your concerns, giving you the information to do it right and to be safe, and helping you return to work quickly and safely. Always learning new approaches, we consistently update and expand our safety education and resources, to make sure we meet your needs and expectations.

Our goal for *Reflections* is to share timely and relevant safety information. It gives you information to help you work safely in the North. Please share it with your colleagues and workers. Articles can serve as valuable additions to your weekly safety meetings, or provide content for employee newsletters.

This issue includes articles on foot protection, requesting reviews, seasonal affective disorder, mine training in Nunavut, and lots more.

I hope you enjoy reading this issue as much as we enjoyed creating it for you. Let's all commit to build a strong safety culture in the North, so every day we can go to work with the confidence that we have the tools and resources to do it right, and to do it safely.

Anne S. Clark
President & CEO

Governance Council

Bill Aho
Chairperson

Bill Aho of Yellowknife was appointed as Chairperson of the Governance Council on May 14, 2009 for a one-year term. Mr. Aho was reappointed for a three-year term on March 26, 2010. Mr. Aho served as an employer representative since 2004. During this time, he held positions as Vice-Chairperson of the Council and Vice-Chairperson of the Audit Committee.

J.B. (Ben) McDonald
Director, Labour Representative

J.B. (Ben) McDonald of Yellowknife was appointed to the Governance Council as a Labour Representative effective April 1, 2008, for a three-year term.

John Vander Velde
Director, Labour Representative

John Vander Velde of Iqaluit was appointed to the Governance Council as a Labour Representative effective September 1, 2008, for a three-year term. Mr. Vander Velde is the Vice Chairperson of the Governance Council.

Karin McDonald
Director, Employer Representative

Karin McDonald of Inuvik was appointed to the Governance Council as an Employer Representative on October 15, 2004, for a three-year term. In October 2007, Ms. McDonald was reappointed for a two-year term and again for a one-year term on October 15, 2009. She was reappointed for an additional three-year term on October 15, 2010.

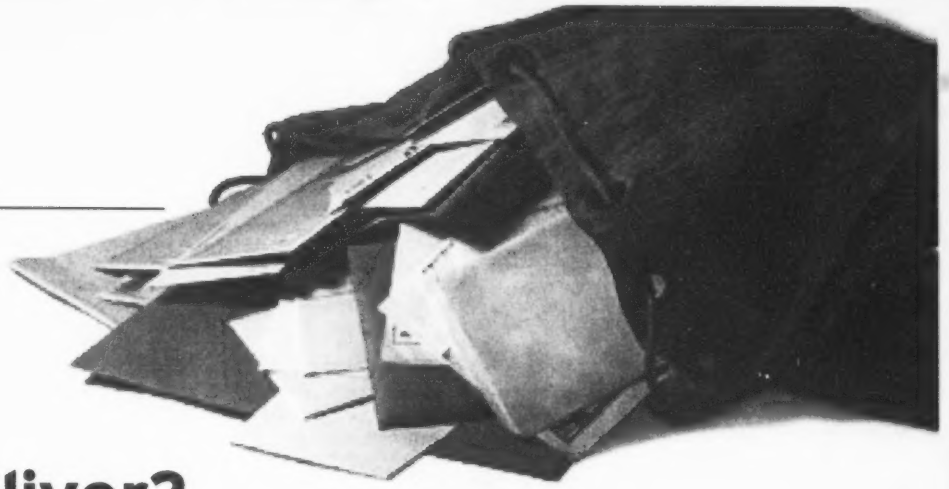
Fred Koe
Director, Public Interest Representative

Fred Koe of Yellowknife was appointed to the Governance Council as a Public Interest Representative on February 1, 2007, for a three-year term. Mr. Koe was reappointed on February 1, 2010, for a three-year term. Mr. Koe is the Chair of the Audit Committee.

Doug Witty
Director, Employer Representative

Doug Witty of Yellowknife was appointed to the Governance Council as an Employer Representative on September 1, 2009, for a three-year term. Mr. Witty is the Vice Chairperson of the Audit Committee.

For more information on any of our Governance Council members please visit our website at **www.wscc.nt.ca** *or* **www.wscc.nu.ca.**



Did we deliver?

We want to hear from you – good or bad. Let us know what you think.

The Mission of the Workers' Safety and Compensation Commission of the Northwest Territories and Nunavut (WSCC) is clear – promote workplace safety and care for injured workers. *Reflections* plays a big part in getting the job done.

We want to hear from you – good or bad. If *Reflections* inspires you, encourages you, gives you insight into how the WSCC works, or just gets you thinking about the importance of safety in the workplace, please let us know.

Send your comments and/or questions to:

reflections MAGAZINE

Box 8888, Yellowknife, NT X1A 2R3

Or send us an email at:
reflections@wscc.nt.ca

What You Had To Say

I have just received my copy of WSCC's *Reflections*, and I was reflecting on the heavy, high-gloss paper that it is printed on. Surely this is a very costly material and it also appears to be a poor environmental choice.

I strongly encourage the WSCC to investigate other options for printing *"Reflections"* – how about recycled content paper, and also encouraging recipients to recycle their used copies? This magazine is the WSCC face to the community, and I encourage you to make this a more "environmentally friendly" one.

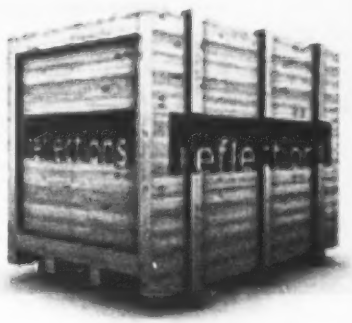
Marjorie Sandercock
Executive Director
*Yellowknife Seniors' Society**

Editor's Note

When we produce *Reflections*, we take a number of steps to reduce our environmental footprint. This includes:

- Using vegetable based inks and 30% recycled paper;
- Combining two language versions of the magazine into one to limit the resource requirements of printing two separate versions;
- Printing limited quantities; and
- Providing an electronic version of the magazine on our website to reduce the need for a printed version.

While we would like to eliminate the print version completely, it is not possible at this time. We want to make sure that first and foremost our safety message reaches as many stakeholders as possible. However, we continue to look for other ways to minimize our environmental impact. In fact, this edition is the first to use Forest Stewardship Council (FSC)-certified paper, which helps protect the environment through responsible forest management.



**reproduced with permission from Ms. Sandercock*

WSCC Workers' Safety & Compensation Commission | ᑕᕆᔨᒃᑲᓇᕐᑕᑦ ᐊᑐᕐᓇᓱᒋᑦ ᐊᒻᒪᓗ ᐊᓯᐅᓯᕆᔨᒃᑯᑦ

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Industrial Safety:
867.669.4418
Mine Safety: 867.669.4412

Claims Services
Northwest Territories:
867.920.3801
Nunavut: 867.979.8511

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Foot Protection

"These boots are made for walkin', and that's just what they'll do..." We have all heard the lyrics to the song Nancy Sinatra recorded in the 1960's. While the song speaks more to relationships than the workplace, the message, though subtle, is still there. Whatever you plan on doing, it is critical that you have the right footwear to do it right.

Your feet are complex body parts. Made up of 26 bones for support and 38 joints for movement, keeping everything in place are hundreds of ligaments, tendons, and muscles. It is critical you protect your feet from injury. If not, injuries can have serious consequences, from slight pain or discomfort to loss of work and income.

Preventing Foot Injuries

While every workplace differs, the approach to identify the correct personal protective equipment (PPE) is the same. Assess the hazards in each workplace and match the protective footwear to the type of work performed.

All protective footwear must comply with the Canadian Standards Association (CSA) standard. You can easily identify CSA-certified shoes; they will have the CSA Protective Footwear label on them.

To help select the right shoe, look for the official label on the shoe. As there are different shoes for different types of work, this will help you pick the right ones for your needs.

LABEL	DESCRIPTION	LOCATION
	Provides sole puncture protection with a Grade 1 protective toe to withstand impacts of up to 125 joules.	Outer side or tongue of right shoe.
	Provides sole puncture protection with a Grade 2 protective toe to withstand impacts up to 90 joules.	Outer side or tongue of right shoe.
	Provides Grade 1 protective toe without puncture protection. Withstands impacts up to 125 joules.	Outer side or tongue of right shoe.
	Provides Grade 2 protective toe without sole puncture protection. Withstands impacts up to 90 joules.	Outer side or tongue of right shoe.
	Provides chainsaw protection.	Outer side or tongue of right shoe.
	Provides resistance to electrical shock.	Outer side or tongue of right shoe.
	Soles are static-dissipative.	Outer side or tongue of right shoe.
	Soles are electrically conductive, providing electrical grounding of each foot.	Outer side or tongue of right shoe.

Step onto the job with the proper CSA-certified footwear.

This table shows the different types of labels and their meanings. The shoes you select should also provide comfort without compromising its protective value. To get the right fit:

- Try on boots later in the day as your feet will swell slightly during the day;
- Try on both boots. Your feet are normally different sizes, so buy boots to fit the larger foot;
- Avoid boots that fit too tight or too loose. Proper fit should give you about a half-inch of space between your longest toe and the inside of the boot;
- Make sure the boots fit snugly around your heel and ankle when laced (high-cut boots provide the best protection against ankle injury);
- Lace up boots to make sure they fit tightly. Loose fitting boots can allow harmful debris like hot pieces of metal to fall into your boot; and
- Wear socks that you would normally wear at work when you try on your boots. Make sure your socks fit properly, not too loose or too tight, and are made of the right material for your feet. Poor fitting socks can cause your toes the same problems as poor fitting boots.

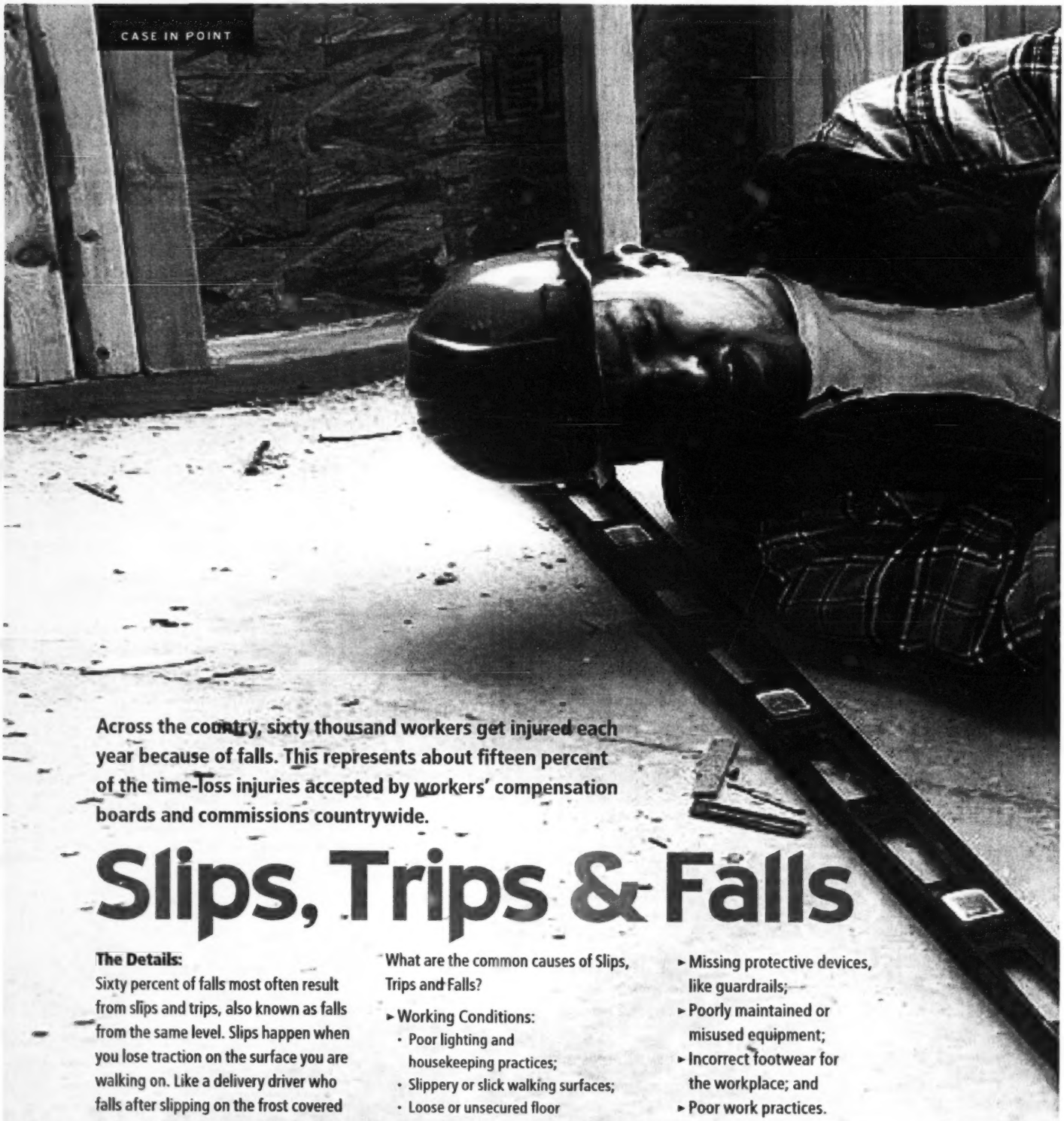
By selecting, wearing and maintaining the right protective footwear for the job, you can get the job done safely. Where you want to walk in those boots, when you are off the clock, is then completely up to you.

For more information, contact WSCC Prevention Services at 1-800-661-0792 in Yellowknife, or 1-877-404-4407 in Iqaluit.

RECOMMENDED USE
Where sharp objects are present.
For light industrial work environments requiring puncture protection as well as toe protection.
For industrial work environments not requiring puncture protection.
For institutional and non-industrial work environments not requiring puncture protection.
Forestry workers and others exposed to hand-held chainsaws and other cutting tools.
Where accidental contact with live electrical current can occur.
Where a static discharge can create a hazard for workers or equipment.
Where static discharge can create a hazard of explosion.

TYPES OF FOOT INJURIES AND CAUSES
TWO MAJOR CATEGORIES

	INJURY TYPES	CAUSES
1	Crushing	Moving objects, falling objects, catching in machinery
	Punctures and Cuts	Loose nails, sharp objects
	Sprains	Uneven construction site work surfaces
	Electric Shock	Static electricity, contact with electricity
	Burns	Chemical splashes and spills, molten metal, hot surfaces, and fire.
2	Slips, Trips and Falls	Poor housekeeping, uneven work surfaces



Across the country, sixty thousand workers get injured each year because of falls. This represents about fifteen percent of the time-loss injuries accepted by workers' compensation boards and commissions countrywide.

Slips, Trips & Falls

The Details:
Sixty percent of falls most often result from slips and trips, also known as falls from the same level. Slips happen when you lose traction on the surface you are walking on. Like a delivery driver who falls after slipping on the frost covered stairs outside a business. Trips happen when your foot hits an object making you lose your balance, and eventually fall. Like a worker in a kitchen tripping over a mop bucket that is left out.

What are the common causes of Slips, Trips and Falls?

- Working Conditions:
  - Poor lighting and housekeeping practices;
  - Slippery or slick walking surfaces;
  - Loose or unsecured floor coverings; and
  - Surfaces with differing degrees of traction (like tiled floors with a mixture of polished and textured tiles).
- Missing protective devices, like guardrails;
- Poorly maintained or misused equipment;
- Incorrect footwear for the workplace; and
- Poor work practices.

Prevent it! It takes a team effort to prevent injuries from falls.

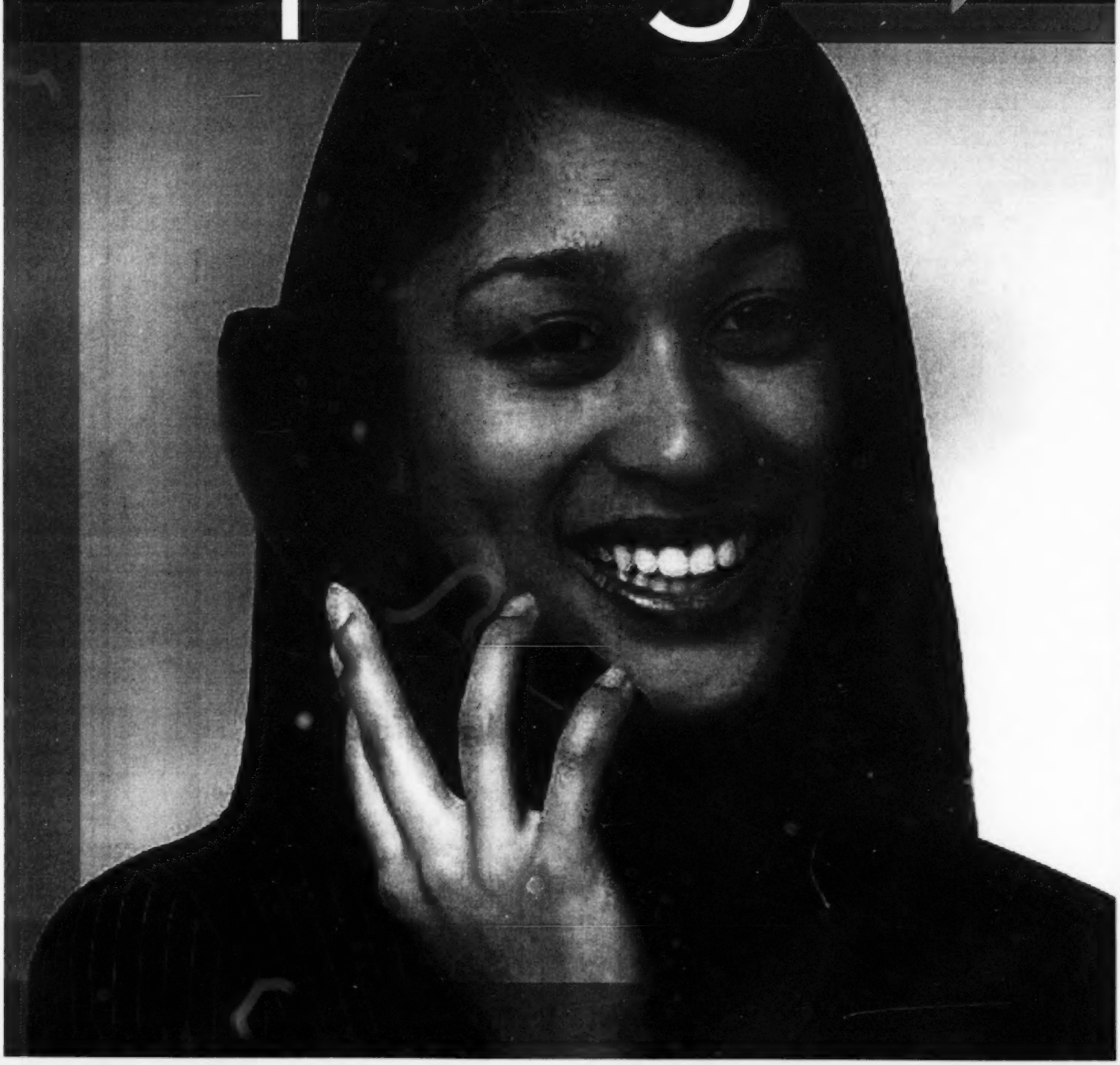
Employers:

- Practice good housekeeping:
  - Clean up spills immediately;
  - Cordon off spills and wet areas until cleaned;
  - Install anti-slip matting in work areas made slippery by tasks workers perform;
  - Clear ice from walkways, ramps, parking lots and work areas;
  - Make sure loose rugs and mats are in good condition and have a non-slip surface on both sides;
  - Remove obstacles; and
  - Cover cords and cables.
- Provide and maintain proper personal protective equipment (PPE) and make sure your employees use and inspect it properly;
- Provide adequate lighting, warning signs, hand rails, and guardrails;
- Complete regular inspections to identify potential slip, trip and fall hazards at grade and at height; and
- Investigate all incidents and immediately eliminate the cause.

Workers:

- Take time to do your job the right way. Don't cut corners;
- Wear the proper PPE to do your job safely;
- Know your surroundings. Adjust your walking pace to match them;
- Keep your workplace organized and clean on an ongoing basis throughout your shift; and
- Spot fall hazards and report them to your supervisor as soon as you notice them. WSCC

Service spotlight



In today's economy, consumers and clients are looking for more. More bang for their buck, more options, more service. And we're trying to do more.

For many years, we were mainly a compensation board. Providing compensation and benefits to injured workers was our primary mandate, with some focus on prevention and awareness.

Now, with the demand for more information, we have become more service focused. More education, resources, supports and access now define our organization. If you need help developing a safety program, we can help. If you want to expand your safety knowledge, we can do a course for you or your workers. If you want resources on a particular safety or worksite issue, we have a full library of multimedia materials.

If you're an injured worker, our Claims division can help you every step of the way. They support you from the beginning of your initial claim, by giving you the proper information, helping you navigate our forms and contacting the appropriate people, and working with your healthcare provider to ensure you receive the proper rehabilitation and care.

If you're an employer, we have many services to offer you. We will help set up your business account with us, determine your assessment rate, and explain your rights and responsibilities, and incident reporting. Some of our resources for employers include our Return to Work program, safety posters, and education and training.

For educating and training for your workers, we have a full roster of both informative sessions and certificate courses. Everything from safety awareness to WHMIS (Workplace Hazardous Materials Information System) training in industrial safety, we offer these courses in communities across the Territories throughout the year. If you would like to set up a dedicated session for your company, let us know and we will work with you to deliver the session. All of our courses and registration information are on our website, under the Safety & Education section.

Our certificate courses for Mining, for both surface and underground, are all self-study. You can walk into our offices in Yellowknife to write the exams, or call our Inuvik, Rankin Inlet or Iqaluit offices to make arrangements in advance. We can also work with an appointed officer at your worksite to supervise exams for your workers.

In Yellowknife, call us at 1-800-661-0792, Inuvik at 1-867-678-2301, Iqaluit at 1-877-404-4407, or Rankin Inlet at 1-877-404-8878.

If you have any suggestions for additional resources, courses or ideas to help spread the safety and prevention message, let us know. We want to be your best support if you get injured, first resource for safety materials, first step for training, safety consultants, guest speakers, and teachers in the safety classroom. Let us know what you need.

TALK TO US:

For Claims Information, contact our claims department at (867) 920-3809, or (867) 979-8511 in Nunavut, or visit our website at www.wscc.nt.ca/workers or www.wscc.nu.ca/workers.

For Employer Services, call (867) 920-3834 or (867) 979-8510 in Nunavut, or visit our website at www.wscc.nt.ca/employers or www.wscc.nu.ca/workers.

If you would like to know what kind of resource materials we have, call us at 1-800-661-0792 or email reception@wscc.nt.ca. We can help you with education, awareness and support for your programs.

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Service spotlight

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For more information, contact WSCC Employer Services at 1-800-661-0792 in Yellowknife, or at 1-877-404-4407 in Iqaluit. WSCC

Part of the Process

Requesting Reviews

You just got back from the mechanic. He said your motor is toast, and in need of costly repairs. You know something is wrong, but don't agree things are really that bad. You want the peace of mind that comes with a second opinion, so you ask around.

Sometimes people don't agree with our decisions. That is okay. It is your right. You can request a review of your file. A review is like getting a second opinion on a decision the Workers' Safety and Commission makes. The Review Committee, an internal group separate from the division that made your original decision, can confirm, vary, or reverse the original decision.

Here is how the review process works:

1 REQUEST FOR REVIEW

Send a letter requesting a review, to the Committee, within three years of your original decision date. Include:

- Your WSCC claim number;
- The date of the decision you want reviewed;
- The reason(s) why you do not agree with the original decision;
- What you think the decision should be; and
- If you want an oral hearing or a documentary review.

2 CONFIRMATION & HEARING DATE

When the Committee receives your request, they send a letter to you to confirm your concern with the original decision, and your hearing date. The hearing will take place within 30 business days from when they receive your request. You can provide additional evidence to support your case before your hearing date.

3 THE HEARING

Based on your request, an oral hearing or a documentary review takes place. At an oral hearing, you actively participate, present your evidence, and ask questions. Oral hearings normally take place in-person in our Yellowknife office. However, teleconference hearings are available, so you don't have to travel if you live outside of Yellowknife.

Oral hearings are informal. When you arrive, you meet a member of the Committee. They welcome you, and organize you for the hearing. During the hearing, you usually meet with one or two people from the Committee. Someone else may attend to take notes. The average hearing lasts about one or two hours.

If you choose a documentary review a Committee Co-Chair collects and reviews the file from the original decision-maker and any other notes and evidence you provide.

You can assign a third party to work on your behalf. This person can be a family member, friend, or external agency. In order for us to share confidential information about your case with them, you must provide permission in writing.

If you find the process confusing, or just want support from someone who has experience, the Workers' Advisor can assist. Only available to help injured workers, their services are free.
Email: wao@theedge.ca.

4 THE DECISION

The Committee usually sends their written decision to you within 20 business days of the hearing.

If you disagree with the Committee's decision, there is one final option available; you can request an appeal by the Workers' Compensation Appeals Tribunal. The Tribunal is completely independent of the WSCC and only hears appeals of Review Committee decisions. The Tribunal can uphold, reverse or vary the Review Committee's decision. Their decision is final.

THE REVIEW PROCESS IS IN PLACE TO HELP YOU

For more information on the review procedure for employers and injured workers, contact the WSCC at 1-800-661-0792 in Yellowknife, or 1-877-404-4407 in Iqaluit.

hidden hazards

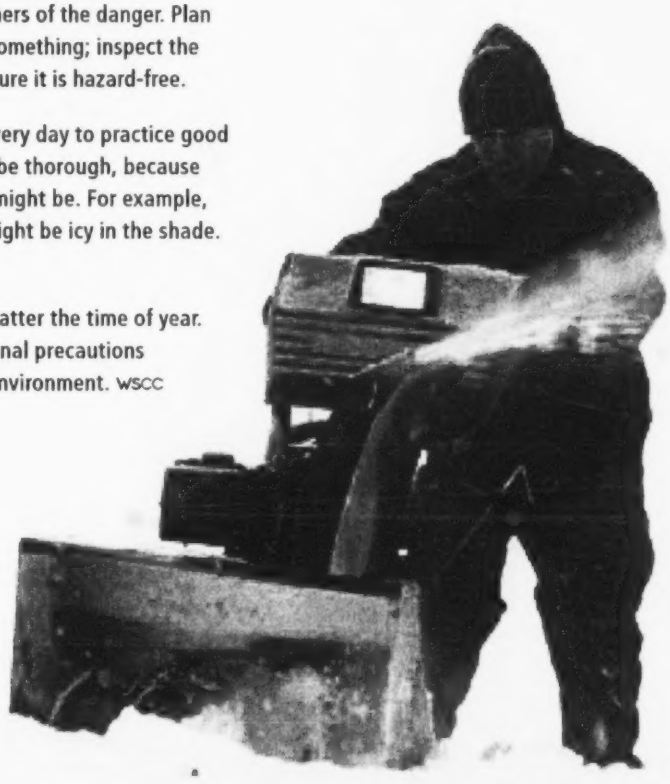
In the winter, snow causes many hazards in the workplace. Some of the most dangerous are the ones you cannot see.

Snow can make it seem like a winter wonderland outside, but unsafe material hiding underneath tells a completely different story. Freshly fallen snow can hide ice, holes, sharp objects, tools, and more, which can lead to serious injury. Be aware; these hazards may lurch in your outdoor workplace.

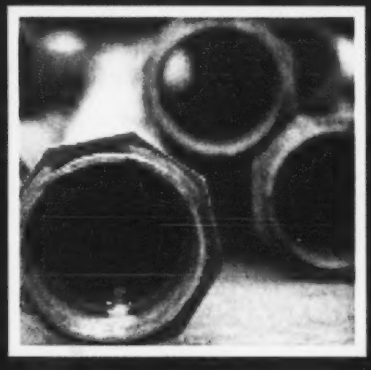
Maintain good housekeeping habits to prevent hidden hazards. Frequently shovel and sprinkle salt along walking paths to remove snow and ice. Sprinkle gravel to prevent slipping. Clean up any tools and equipment lying around, and store them in their proper location. Properly mark off hazards difficult to avoid, like holes or uneven ground, to warn others of the danger. Plan ahead if you know you will be carrying something; inspect the path you will take beforehand to make sure it is hazard-free.

Supervisors should give workers time every day to practice good housekeeping habits. It is important to be thorough, because you never know where hidden hazards might be. For example, a surface that is free of ice in the sun might be icy in the shade. Be prepared for any situation.

Safety at work is always a priority, no matter the time of year. Always maintain your workspace. Seasonal precautions will give you and your workers a safer environment. WSCC



Serious business, Serious safety



Lead is one of those hazards Northerners don't always think about. We know it was a problem years ago, something found in old kitchenware, pipes, and paint, and it made people very sick. Most of us give it little thought today, and that could be a dangerous mistake. The consequences of what we don't know can hurt us. Ignorance can result in workplace contamination and illness for friends, families, and us. Even death. Lead is serious business, and Northerners must take note.

LEAD

Fortunately for workers, the Northwest Territories and Nunavut have strict regulations on acceptable levels of lead exposure allowed in our workplaces. When it comes to workers inhaling or ingesting lead from dust and particles in the air, employers must control exposure to materials with lead-containing surface coatings in excess of 0.06% by weight, or 600 parts per million of lead.

"Unfortunately, not everyone knows the real dangers of exposure, or the regulations in place for our protection," says Cara Benoit, WSCC Prevention Services' Industrial Hygienist.

"It is important for us to recognize the hazards in our workplaces. We must understand what lead can do to us (and our environment), how to properly handle and dispose of it, and how to stay safe."

Lead is a natural element. It is a dense, soft, supple metal that is bright and shiny when freshly cut, but tarnishes quickly. Corrosion has little effect on lead.

Because lead is easy to mould and is non-corrosive, it has long been a common material on construction sites and in our northern communities. Although no longer used as much, it can still be found in some:

- Roofing materials, and gutter joints
- Building and bridge frames
- Lead-based paints, many of which are no longer available for sale
- Lead solder
- Lead-acid batteries, like those in cars
- PVC plastics
- Tank linings
- Electrical conduits

Lead is both a health and an environmental concern. For the environment, lead can get into the water and land from many sources, like seeping out of chips of lead-based paint, or from corroded lead-lined pipes. When it is in the water system, it endangers the health of fish and other organisms, and disrupts their ecosystem. Like people, they can suffer lead poisoning. This has serious consequences for Northerners, particularly those who live a traditional lifestyle. Lead that leaks into land and water can also find its way into the human population, through the water we drink and the food we eat.

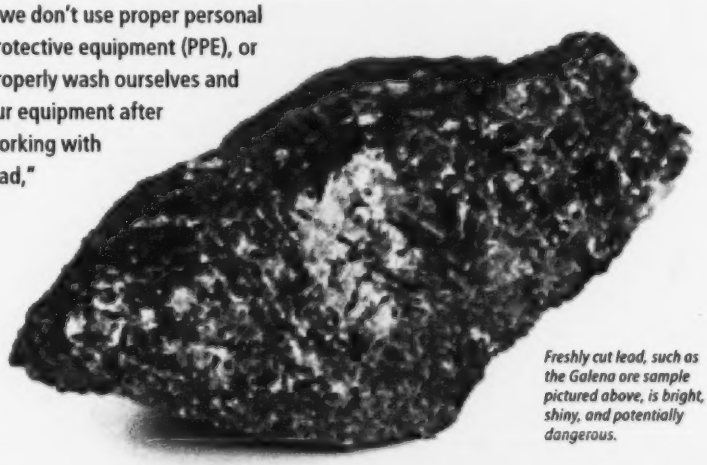
There are two ways lead can enter our bodies, inhaling it and swallowing it. We breathe in lead in the form of dust. When working, particularly on renovation or demolition sites, lead in building materials finds its way into the air as dust. Completely unaware, we breathe the dust deep into our lungs.

"Dust particles can enter our bodies if we don't use proper personal protective equipment (PPE), or properly wash ourselves and our equipment after working with lead," says Benoit. It is easy to accidently transport lead dust. It rests on our body, our hair, and our clothing and equipment. We risk contaminating our homes, families and friends.

Low level lead exposure is something we all encounter. Our body can deal with small amounts of the contaminant. Lead goes into our bones and tissues, and over time, our body gets rid of most of it. However, if more lead enters our system than we are able to deal with, it builds up and remains in our body. This can cause serious health problems.

Lead affects most of our organs and systems. It can cause several health problems, including:

- Anemia
- Nerve damage and muscle weakness
- Kidney damage
- High blood pressure
- Reproductive problems
- Learning disabilities in children
- Low birth weights and developmental delays in newborns of exposed mothers
- Death



Freshly cut lead, such as the Galena ore sample pictured above, is bright, shiny, and potentially dangerous.

"Preventing overexposure to lead is not difficult. By knowing where the hazards exist, we can arm ourselves with the tools and knowledge to do our job safely," says Benoit.

Here are some easy ways to work safely with lead:

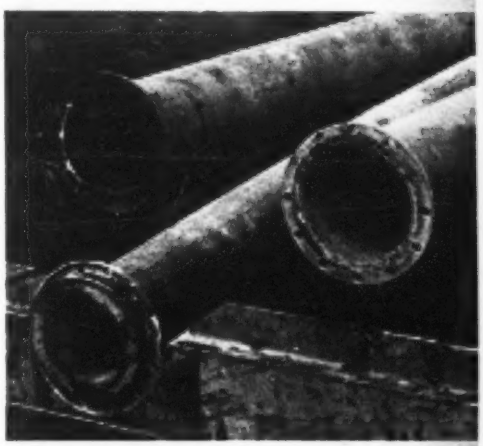
- Identify areas on your site where lead exists, and remove it. If in the form of lead-based metals and white paint, replace both with safer options. In future projects, select materials that are low in lead and other hazards.
- Eliminate the spread of dust by putting debris in heavy-duty plastic bags, plastic drums, or steel drums.
- Cover dumpsters or chutes.
- Properly dispose of water used to clean the site, such as when using a pressure washer. Do not pour the water down a drain or sink, or on the ground.
- Sample and analyze debris to see how mobile or leachable the lead is. These are measures of the likelihood of it seeping into the environment.
- Minimize the spread of lead-containing dust. Separate the high-risk areas from the rest of the site using a barricade. Use proper ventilation systems to remove dust from the air, and post warning signs at all entrances.
- Establish a solid Occupational Health & Safety (OHS) program. Form worksite policies that specifically relate to working with lead and other hazardous materials, and encourage everyone to participate in the safety process. Proper education and training facilities for workers to change out of their contaminated clothing and wash their bodies after exposure helps reduce the spread of lead.
- Use the right PPE for the job. Respirators are a must. Pick the right type for the job, do a proper fit-test, make regular maintenance a priority, and correctly use it. Coveralls are also important. They protect the body and clothing from accumulating dust. They must also receive proper cleaning and maintenance. Disposable coveralls are best. Don't forget gloves, shoe coverings, hats, goggles, and a disposable drop sheet to catch debris.

When it comes to employer responsibilities for lead, the As Low As Reasonably Achievable (ALARA) principle applies. It means a worker's exposure to lead and other hazardous materials must be as low as you can reasonably achieve in the given situation.

The *Safety Acts* say employers must take all reasonable precautions to protect their workers. This means being proactive and taking measures to prevent incidents from occurring, not just reacting to a problem once it happens.

Safely working with hazardous materials, like lead, is a common occurrence around the world. For Northerners, there are some unique challenges, especially for those living in remote communities. The special equipment, time, and disposal techniques to get rid of lead are a significant factor when costing and planning a job.

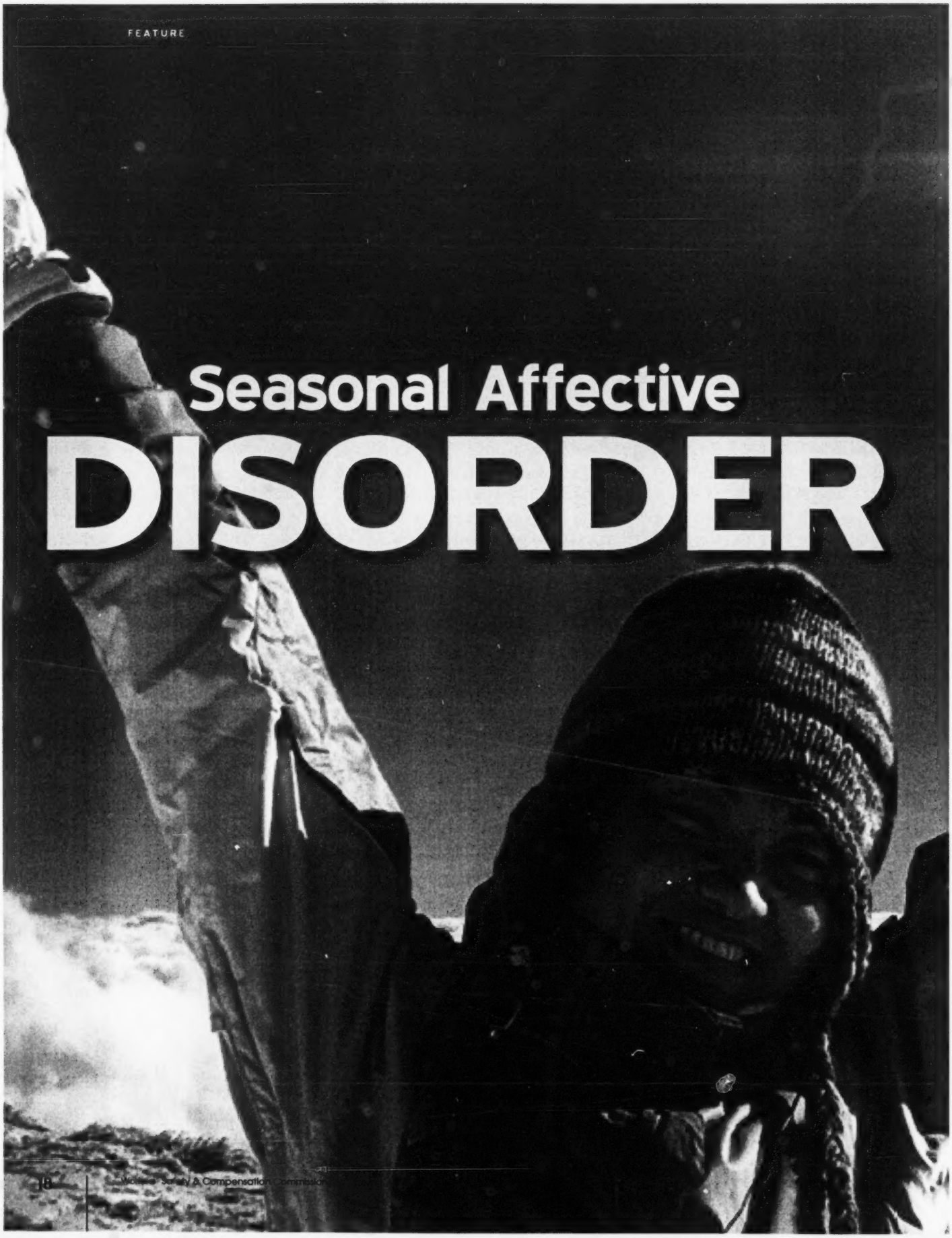
In some communities, debris is in storage for several months, until the winter roads open or a barge is available to ship it out. Proper storage devices are a must. It is very expensive to store debris for



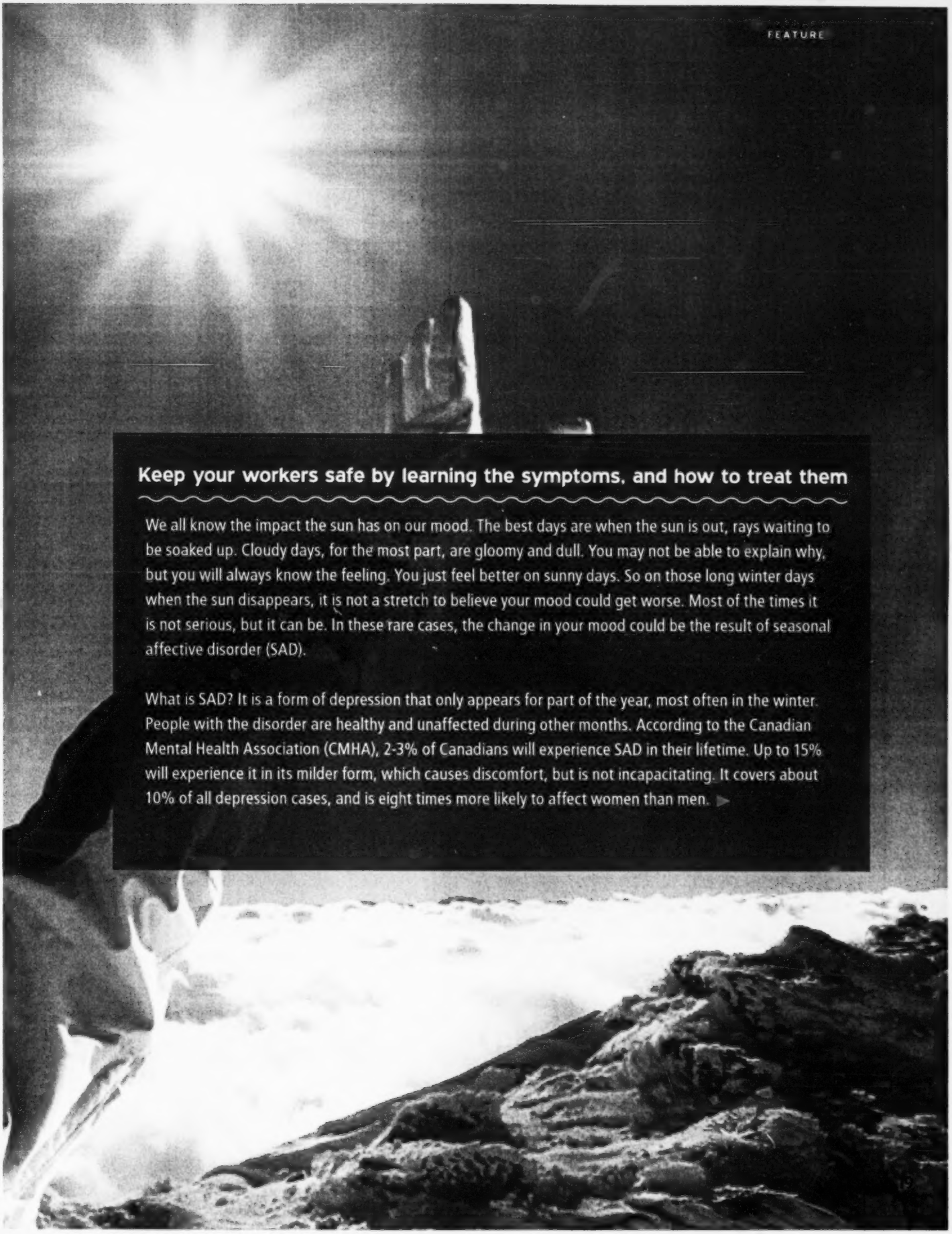
extended periods of time. A simple demolition job is not that simple. This is when care and attention to safety are extremely important.

Lead is serious business. Improper handling of lead can have tragic results. By educating yourself and your workers, and implementing safeguards, you can prevent tragedy. A few simple precautions can go a long way.

For more information on how to work safely with lead, contact WSCC Prevention Services at 1-800-661-0792 in Yellowknife, or 1-877-404-4407 in Iqaluit. WSCC



Seasonal Affective DISORDER



Keep your workers safe by learning the symptoms, and how to treat them

We all know the impact the sun has on our mood. The best days are when the sun is out, rays waiting to be soaked up. Cloudy days, for the most part, are gloomy and dull. You may not be able to explain why, but you will always know the feeling. You just feel better on sunny days. So on those long winter days when the sun disappears, it is not a stretch to believe your mood could get worse. Most of the times it is not serious, but it can be. In these rare cases, the change in your mood could be the result of seasonal affective disorder (SAD).

What is SAD? It is a form of depression that only appears for part of the year, most often in the winter. People with the disorder are healthy and unaffected during other months. According to the Canadian Mental Health Association (CMHA), 2-3% of Canadians will experience SAD in their lifetime. Up to 15% will experience it in its milder form, which causes discomfort, but is not incapacitating. It covers about 10% of all depression cases, and is eight times more likely to affect women than men. ►

SAD was only recognized as a disorder in the early 1980s, so there is still much ongoing research. Despite no concrete explanation of the causes of the disorder, there are several credible theories. The most common, and the one adopted by the CMHA, is that SAD is related to light exposure. People function on a biological clock, called a circadian rhythm, honed over thousands of years. We are alert during the day when the sun is up and we rest when the sun goes down. When this biological clock is thrown off due to changes in light patterns, like less sunlight, SAD can occur.

This is why SAD is relevant to Northerners. The Northwest Territories and Nunavut do not receive a lot of daylight year-round. The sun disappears for long stretches during the winter, depriving people of natural light. In a city like Yellowknife, the amount of sunlight can vary from about 22 hours a day in the summer, to only around five hours in the winter. This amount is even less farther North. Since SAD relates to light exposure, Northern workers can suffer from its effects. If gone untreated, SAD can have serious consequences.

Symptoms of SAD include decreased energy, fatigue, tendency to oversleep, difficulty concentrating, irritability, avoidance of social situations, and feelings of anxiety and despair. All of these can negatively impact a worker's personal and professional life. The impact on your work is quite obvious. These symptoms can influence how you perform your job, and how you interact with your coworkers. In terms of safety, lack of concentration can lead to mistakes, and mistakes can mean incidents and injuries. There are many dangerous jobs in the North, and safety must be a priority. SAD increases the risk of something going wrong for workers who suffer from it as they do not function to the best of their abilities. Workers should not underestimate the potential for SAD to cause problems in the workplace.

Not every job in the North is dangerous, but SAD can still have an impact. Health and wellness in an office environment is important, and if your ability to be productive is affected, it is not just you who will suffer. Your coworkers will feel it too, if they have to make up for your decrease in productivity. Also, irritability, caused by SAD, can lead to unwanted conflict in the workplace. These strains on inter-office relationships create a stressful environment, and ultimately a less efficient one.

So how can you deal with SAD? The most common way is to simply get outside when the sun is up. When this is not always an option, like in

the middle of a northern winter, there are other treatments. Light therapy, also known as phototherapy, is a new approach. Light therapy uses special fluorescent lights, called light boxes, to give off a more intense light than you normally find indoors. These light boxes provide more lux, a measurement of light intensity. The average indoor light is about 400 lux, which does not compare to the 50,000 lux a sunny day can provide. Light therapy is a suitable treatment because light boxes provide about 10,000 lux. This does a good job of exposing you to the light we need to keep our biological clocks on course. It is not a full replacement, but daily light therapy is proving effective in treating SAD. In a 2001 report by the CMHA, using light therapy for 30 minutes a day led to a significant improvement in the mood in 70% of cases.

While the exact understanding of SAD may be unclear, there is no denying its potential to negatively impact worker safety

Antidepressant medication and counseling have also been proven remedies, but consult a health care professional before pursuing any sort of treatment. They may not be necessary, because not every case of the winter blues is a case of SAD. To maintain your health, carefully monitor your diet and get plenty of exercise. These can help prevent some symptoms of SAD.

While the exact understanding of SAD may be unclear, there is no denying its potential to negatively impact worker safety in the North. By better understanding what it is and how to treat it, we can help workers stay safe.

For more information on seasonal affective disorder, see our resources page. WSCC

NUNAVUT'S greatest resource

In 2009, Denise Lockett got back into the mining business. This time around, instead of diamonds or gold, she found students.

The Nunavut Arctic College (NAC) approached Denise with a proposal. Based out of Iqaluit (Nunatta Campus), the College has campuses in Cambridge Bay (Kitikmeot Campus), and Rankin Inlet (Kivalliq Campus), as well as community learning centre programs in 22 other Nunavut communities.

They wanted her to deliver a new program to the communities, open to everyone. This was the new Introductory Mine Training Course launched in 2009, a 16-week program that invites students to learn about the mining industry, and instils a strong safety culture before they ever set foot on a worksite.

This program was a much needed first step to educate Nunavummiut in a region with traditionally high workplace incident statistics. However, many of these incidents are not from carelessness; they occur from a lack of knowledge and understanding. ▶

Above: Denise Lockett and some of her students.

NUNAVUT'S greatest resource

Mike Shouldice, Director of the Kivalliq Campus of NAC, met Denise years earlier when she acted as intermediary between the College and various exploration companies. She certainly had the experience, and when he approached her, the timing was perfect.

"I lived in Yellowknife for 20 years before moving down to British Columbia in 2005," she stated. "With that time spent in the north, I have a great network of people and relationships, especially through my work at BHP Billiton's Ekati Diamond Mine, in Public Affairs. This led to my current role, as a liaison between companies that want to do business in the NWT and Nunavut, and those communities and organizations with strong ties and interests in the new company's business."

When the global economic downturn impacted northern exploration and development, the College was ready to roll out its Introductory Mine Training Course. Reasoning that the economy would recover, Nunavut wanted its people trained and ready to go.

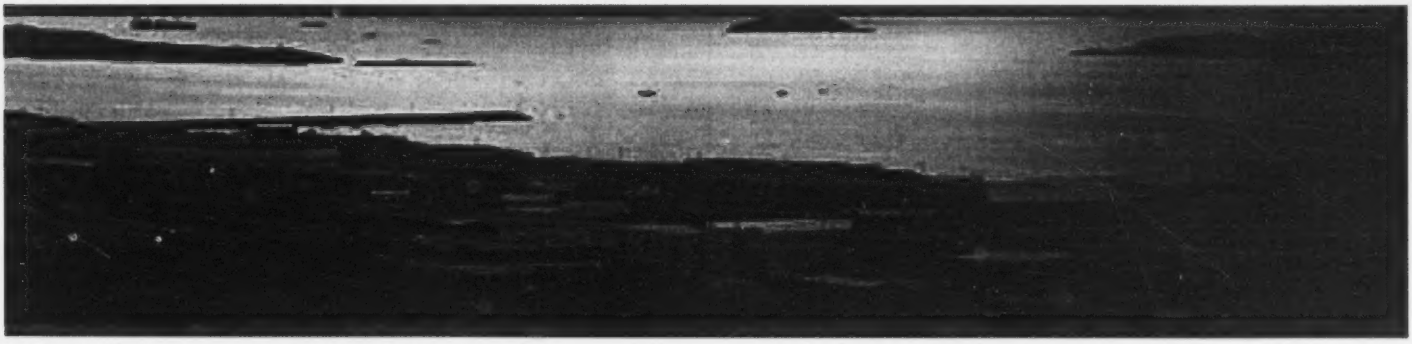
The College wanted her to deliver a program that students would understand, and help them bring a strong safety culture to their worksites. She and Iain Mitchell, another instructor brought in, set to work.

Their 16-week course explains all components of exploration and mining, and when students complete the course, they are job-ready. The student must achieve a certain grade, and when they do, they receive a recommendation from the instructor, which they take to the employer.

Among other components, they received instruction in first aid, CPR, and WHMIS. The instructors took a creative approach to these course segments. They made the classroom the job site.

Right at the start, the instructors had students implement an Occupational Health & Safety (OHS) Committee in class, to get them used to thinking about safety and making it top of mind. The student OHS Committee had weekly meetings and inspections, checking the first aid kits and visiting the medical centre to learn about necessary tools to outfit their first aid response programs. They involved the Fire Departments in the communities, the Hamlets, the MLAs, and local knowledge holders, an important cultural step for any new program in Nunavut.

They were encouraged to bring these projects home, and create emergency response plans for their families, and muster areas in emergencies. They developed their own Material Safety



Above: Iqaluit, Nunavut

Data Sheets (MSDS) on standard materials, to familiarize them with standard job site resources.

Iain Mitchell also helped fine tune the course the College created. Both he and Denise share strong safety cultures, and are making sure the students leave the course with a priority on safety. Iain has a long history of safety, as he has worked in exploration since his late teens.

"We built on NAC's outline for the course developed by Victor McLeod from Inukshuk Ventures who had already inserted a strong safety element," he said. "Our goal was to not only educate the students, but to wrap that safety component around everything they do in the course. We think that giving the students this material will jump start a new generation of educated and informed workers that will always think of safety before they do anything on their worksite."

They're seeing some returns already from their efforts. Iain heard from some of their students, and one is working in the Hope Bay Project with Newmont out of Cambridge Bay, one is working with a drilling company, and four were at the Kivalliq Energy Corporation during its summer program. Agnico Eagle's Meadowbank Mine employs three of Denise's students. In fact, all of the graduates from Iain's 2009 course in Arviat gained some work experience in mining within six months of completing the program.

All of these creative approaches have provided an open and accessible learning environment, with tremendous response. Exploring non-traditional roles and cultural and language barriers, this course was timely and necessary. It led to the creation of the Kivalliq Mine Training Society, now working with the College in funding and developing further courses for the mining and exploration industry. In the last year, exploration in Nunavut has gained momentum again. With all of the land claims settled, the territory is a desirable area for exploration and mining companies. Diamonds, gold, uranium and base metals are the focus. Companies like Agnico-Eagle, Kivalliq Energy, Shear Minerals, North Country Gold, Indicator Minerals, Peregrine Diamonds, Newmont, Sabina, MMG and many others have exploration sites in operation, providing jobs and opportunities for the people of Nunavut.

With the Nunavut government's prediction that mining and exploration spending would reach $500 million by the end of 2010, the opportunities are there. And organizations like the Nunavut Arctic College and the Kivalliq Mine Training Society will make sure Nunavut is ready to capitalize on these opportunities. And people like Denise Lockett and Iain Mitchell will make sure that a strong safety culture is at the heart of these opportunities.

WSCC

"Our goal was to not only educate the students, but to wrap that safety component around everything they do in the course."

Your Commission

MORE THAN INSURANCE

As employer and worker needs change, so does the business of insurance

There are some things that bring great joy in life. As a teenager, one is getting your licence. You take the exam, get your permit, and then the fun begins as you let loose on the streets with your mandatory co-pilot (parent) at your side, whose blood pressure rises with your every wrong move. That co-pilot wouldn't dream of letting you put the keys in the ignition to start your adventure without one critical safety net, insurance.

Insurance is not something on the minds of most people. You rarely think about it, and the times you do are when you either sign up for it or find yourself in need of it. People often view workers' compensation boards the same way; an insurance company you only deal with after an injury happens. For some WCBs and workers, that is the only relationship. However, this is becoming more of an exception rather than the norm. As the needs of workers and employers change, the business of workplace insurance is also changing.

> Our Mission is twofold; promoting workplace safety, and caring for injured workers.

In April 2008, we moved forward with significant changes to our operations. The most obvious of these changes was our name. No longer the Workers' Compensation Board, we became the Workers' Safety and Compensation Commission. Though the change to our name may seem subtle, it's what the change reflects that makes it so significant.

Our Mission is twofold; promoting workplace safety, and caring for injured workers. And while compensation (caring for workers after an injury happens) is still at the core of our business, safety is also a big part

of why we're here. To us, preventing an injury before it happens is as important as the insurance we provide. It starts with providing employers and workers with the tools and resources they need to work safely.

One of the tools in our toolbox is safety education. Courses delivered by our safety officers provide participants with information on a variety of workplace safety topics, ranging from Safety Awareness to Occupational Health and Safety Committees. The courses are not just available in our offices; our safety officers take them on the road, delivering them in NWT and Nunavut communities, making it easier for workers and employers to access.

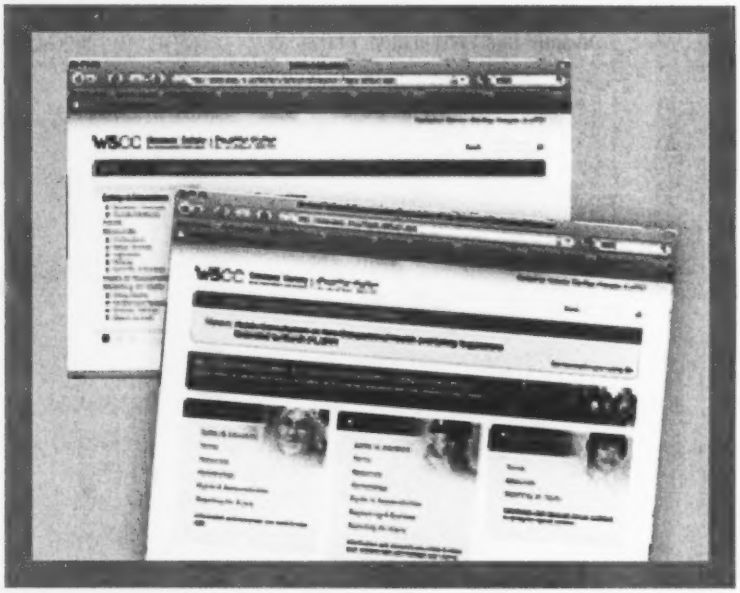
In addition to delivering safety education courses, we also produce and distribute a variety of materials to spread the safety message and promote prevention. This includes brochures, handbooks, safety posters, and this magazine you are reading. In February 2010, we completed an overhaul of our corporate website with the goal of making it easier for visitors to access the information they need from us. Though these things may seem minor, they reinforce another cornerstone of our business, service.

Our insurance is a little different from other types of insurance. We are your only option for the type of insurance we provide. While that may be the case, it doesn't mean we place any less value on our relationships with our stakeholders. We commit to provide all of our stakeholders with quality service, regardless of their interaction with us.

As part of this commitment, every one of our employees complete customer service training, tailored specifically to our needs. After the training takes place, we empower our employees to consistently deliver quality service. We encourage them to always look for ways to further improve on our processes and procedures, with the end goal of continually refining and improving our service. Whether you are an employer setting up an account with us, or an injured worker filing a claim for an injury, we are here to help you navigate the process as your partner, providing you with the support and resources you need along the way.

This survey provided valuable insight which we used to refine our services and materials we produce. It reinforced the need for us to continue to work to become your partner in workplace safety.

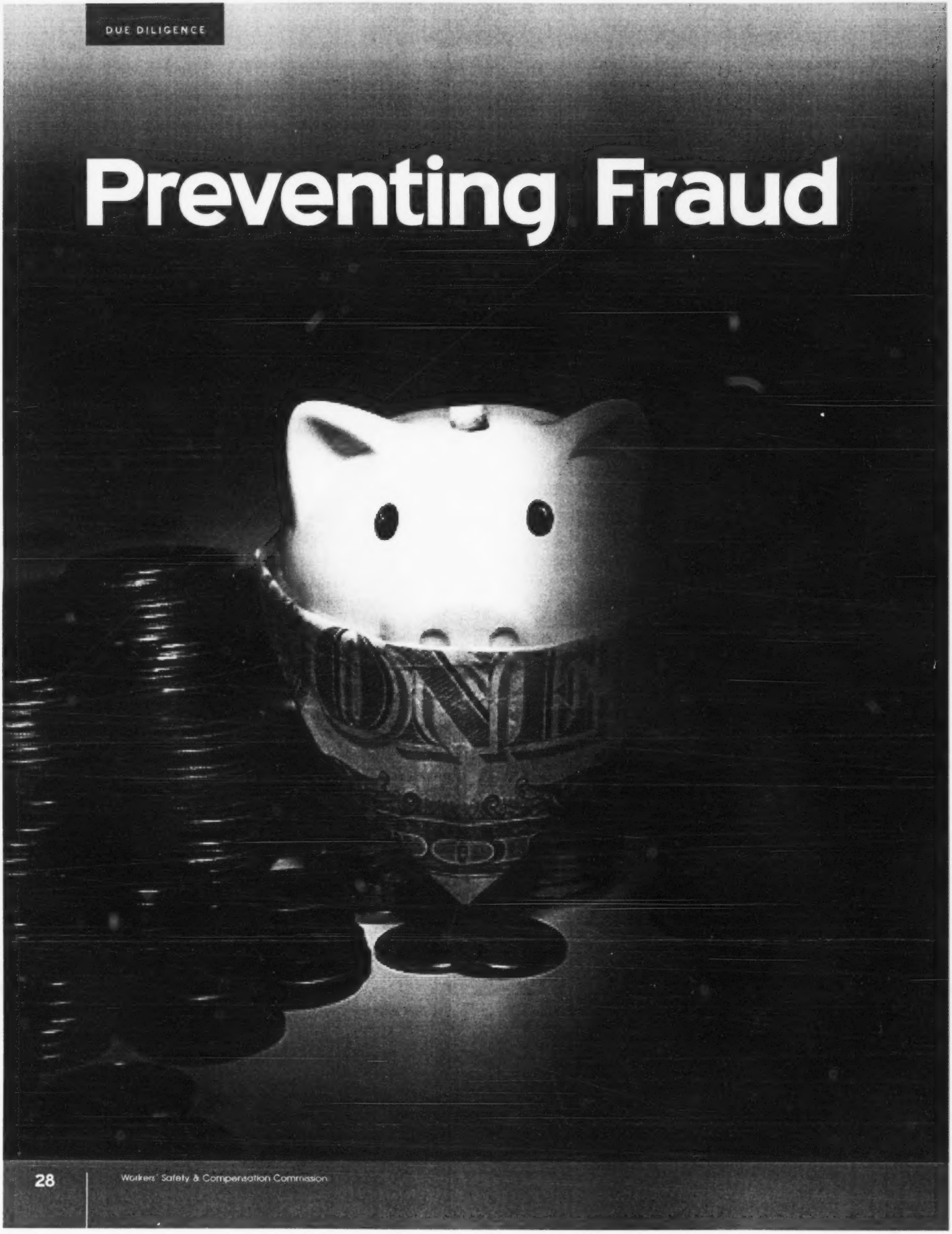
As with any successful partnership, we need everyone on board to make it work. We need workers to be our safety ambassadors, actively participating in safety in their workplaces. We need employers to be our safety advocates, working to provide the safest workplaces they can for their workers. While partnerships don't happen overnight and are not without challenges, we believe that by working together we can overcome these challenges. Together, we will build strong safety cultures in all Northern workplaces. To us, that's the best insurance of all. WSCC

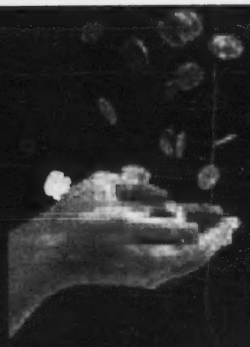


*We launched our new website earlier this year— **www.wscc.nt.ca** and **www.wscc.nu.ca***

Aligning our operations to meet the changing needs of stakeholders and operating areas, we are well beyond our old name and focus. As we go forward, we will continue to evolve and respond to these needs. One of the most effective ways we do this is by soliciting feedback from our stakeholders through surveys and public consultations. In late 2009, we surveyed claimants, employers, and the general public.

Preventing Fraud





What you need to know

This past summer, an Ontario woman made headlines for all the wrong reasons. She shaved her head and eyebrows, and lost quite a bit of weight to appear sick. Telling everyone she had cancer, she used her friends on Facebook and other kind people to raise money to help her. In reality, she was perfectly healthy. Her actions were fraudulent and against the law. When her hoax unravelled, to her and her family's embarrassment, police arrested and charged her with fraud.

When someone lies to get a benefit they are not entitled to, that is fraud. The Workers' Safety and Compensation Commission (WSCC) works diligently to protect against this type of behaviour.

Employers who understate or falsify their assessable payrolls create an excess burden on the system and responsible employers that accurately report. Failing to report injuries at work can leave workers in the cold. It prevents us from providing them with appropriate compensation at the time of their injury, and in the future if their injury continues to affect them. Fraud always costs. Here are some ways you can help:

Workers
If you get hurt at work, and miss time at work because of your injury, you must complete and submit a *WSCC Claim: Worker's Report of Incident* form to us. If you agree to receive compensation through your employer, rather than reporting it, you prevent us from providing you with compensation at the time of your injury and in the future, if your injury continues to affect you.

Employers
If one of your workers gets injured, you must complete and submit a *WSCC Claim: Employer's Report of Incident* form to us within three days of becoming aware of it. If you encourage your worker not to file the report, your actions prevent them from receiving compensation and benefits they may qualify for. More importantly, this could leave your worker out in the cold if their injury continues to cause them issues in the future. You must follow your legislated responsibilities.

Health Care Providers
If you attend to an injured worker, you must submit a *First Medical Report* to us within three days. If not, you may prevent us from providing them with compensation at the time of their injury and possibly in the future. Timely reporting avoids delays in processing a worker's claim, and makes sure they continue to receive the care they need.

Through the WSCC's Fraud Prevention Strategy, there are controls in place to prevent fraud. We conduct reviews to allow for early detection, and provide training for all staff. This makes sure they understand our policies and procedures so decisions are fair and in line with the *Workers' Compensation Acts*.

WSCC POLICY 10.04 DEFINES FRAUD AS:

"A knowing misrepresentation of the truth or concealment of a material fact to induce another to act to their detriment. That is, someone benefits or attempts to benefit by something they are not entitled to through dishonest means."

We all benefit from fraud prevention. Injured workers receive timely care and support they need, employers avoid penalties for late or non-reporting, and health care providers avoid penalties.

Preventing fraud is a team effort. For more information or resources on how you can prevent fraud in your workplace, call us at 1-800-661-0792 in Yellowknife, or 1-877-404-4407 in Iqaluit.

Hiring Contractors

What you need to know to make a safe decision

Congratulations. After many meetings, planning, and costing, you won that big job. Now the hard work really starts. You have to pull together a team and get down to business. That means hiring contractors for specialized tasks or to provide extra sets of hands.

Working with contractors occurs every day in some industries, particularly construction. Each organization has their own set of safety rules and guidelines. Blending the safety culture of multiple groups can be a challenge. As the hiring organization, you must follow requirements under the *Acts*. Some simple actions can make sure everyone works together safely.

Careful planning and attention to detail, including safety, can make a project a success. Before selecting a contractor, ask some important questions.

Ask them:

- if they have Workers' Safety and Compensation Commission (WSCC) coverage;
- for their WSCC claims history (incident frequency);
- if they have a health and safety program, and return to work program;
- if their workers receive health and safety training relating to the work you require; and
- if their workers receive training on proper use of the personal protective equipment (PPE) needed for your job.

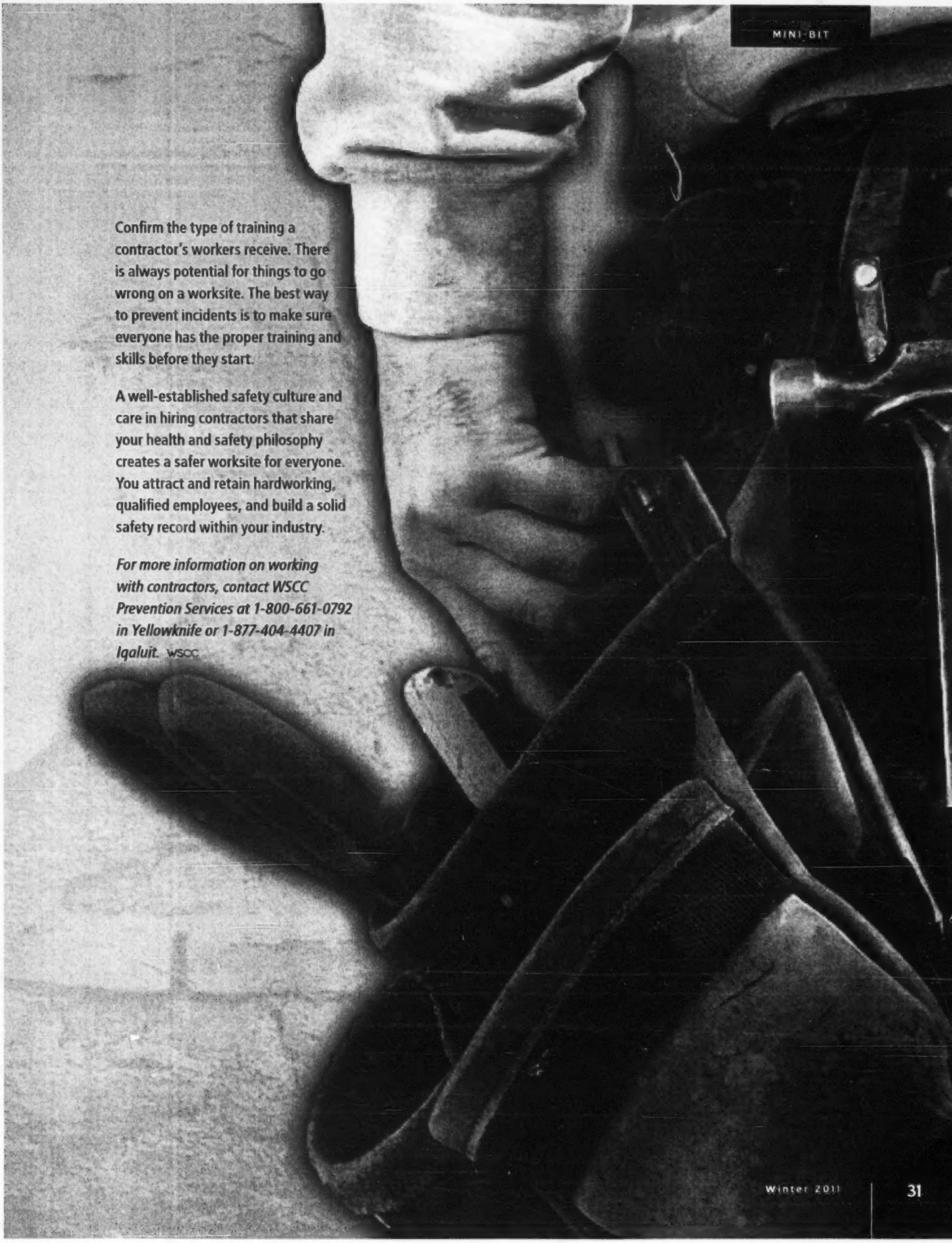
When deciding if a particular contractor is the right one for your organization, consider their health and safety philosophy and culture. Their employees will work alongside your team, so it is important to know if they share the same dedication to safety. Another consideration is the skill set of the contractor. Look for one with enough experience in the specific work you need done.

As the hiring organization, you have responsibilities under the *Acts* related to the safety of your combined workforce. "The actual worksite remains your site—you do not contract away your responsibilities," says Jeff Peterson, WSCC Prevention Services Senior Safety Officer. "You are accountable for the safety of all people at your workplace. It is your job to coordinate everyone, and make sure you address and control hazards to prevent incidents."

Make sure your contractor has WSCC coverage. You bear the burden if they do not. Ask the contractor to provide a Letter of Good Standing from us before you hire them.

There are also health and safety responsibilities you share with the contractor. Require them to tell you if their workers have an incident on your site, and notify you of changes to their work plan. It is good practice to advise them of planned changes to your site or project that could potentially affect their workers' safety.

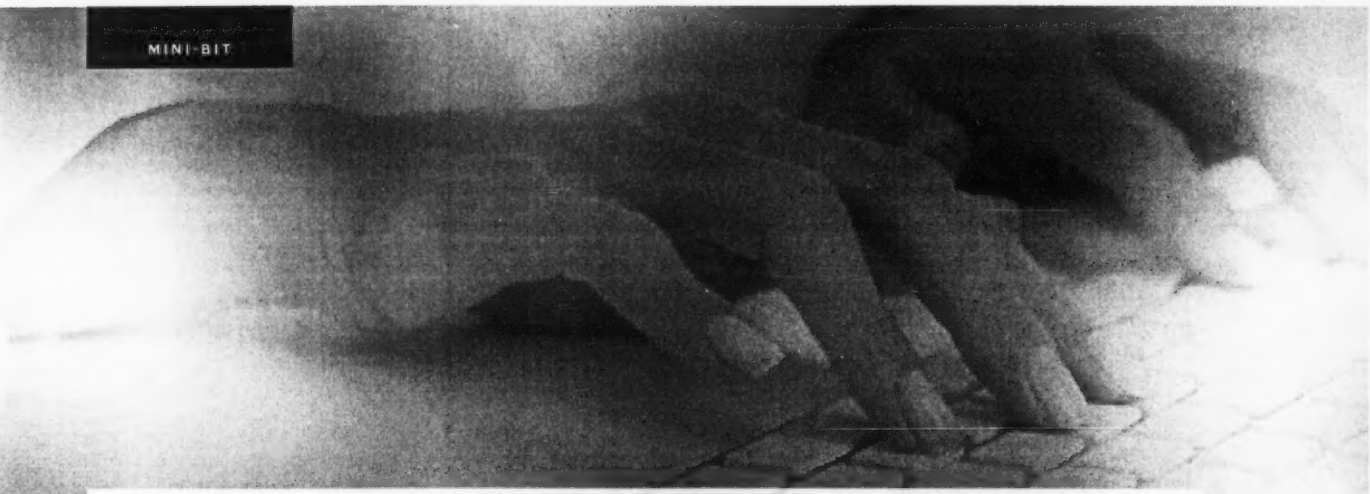
"Smart planning means you have a health and safety reporting structure in place before the contractor's team arrives at your site," says Peterson. "It should explain who is responsible to communicate and address safety concerns as they arise. Communication must be to all workers on your site."



Confirm the type of training a contractor's workers receive. There is always potential for things to go wrong on a worksite. The best way to prevent incidents is to make sure everyone has the proper training and skills before they start.

A well-established safety culture and care in hiring contractors that share your health and safety philosophy creates a safer worksite for everyone. You attract and retain hardworking, qualified employees, and build a solid safety record within your industry.

For more information on working with contractors, contact WSCC Prevention Services at 1-800-661-0792 in Yellowknife or 1-877-404-4407 in Iqaluit. WSCC



RESOURCES

Websites to help you get the information you need.

Partners in Safety

- Canadian Centre for Occupational Health and Safety
  www.ccohs.ca
- Canadian Standards Association
  www.csa.ca
- Canadian Society of Safety Engineering
  www.csse.org
- Northern Territories Federation of Labour
  www.ntfl.yk.com
- Northern Safety Association
  www.ncsa-nt.ca
- St. John Ambulance Canada
  www.sja.ca

Workers' Compensation

- Workers' Safety and Compensation Commission of the Northwest Territories and Nunavut
  www.wscc.nt.ca
  www.wscc.nu.ca
- Workers' Advisor Office: Northwest Territories and Nunavut
  www.waonorth.ca
- Association of Workers' Compensation Boards of Canada
  www.awcbc.org

Article Resources

Seasonal Affective Disorder

- **www.cmha.ca/BINS/content_page.asp?cid=3-86-93**
- **www.cmha.ca/BINS/content_page.asp?cid=3-86-93-291**
  (Seasonal Affective Disorder FAQs)